

FIG. 1

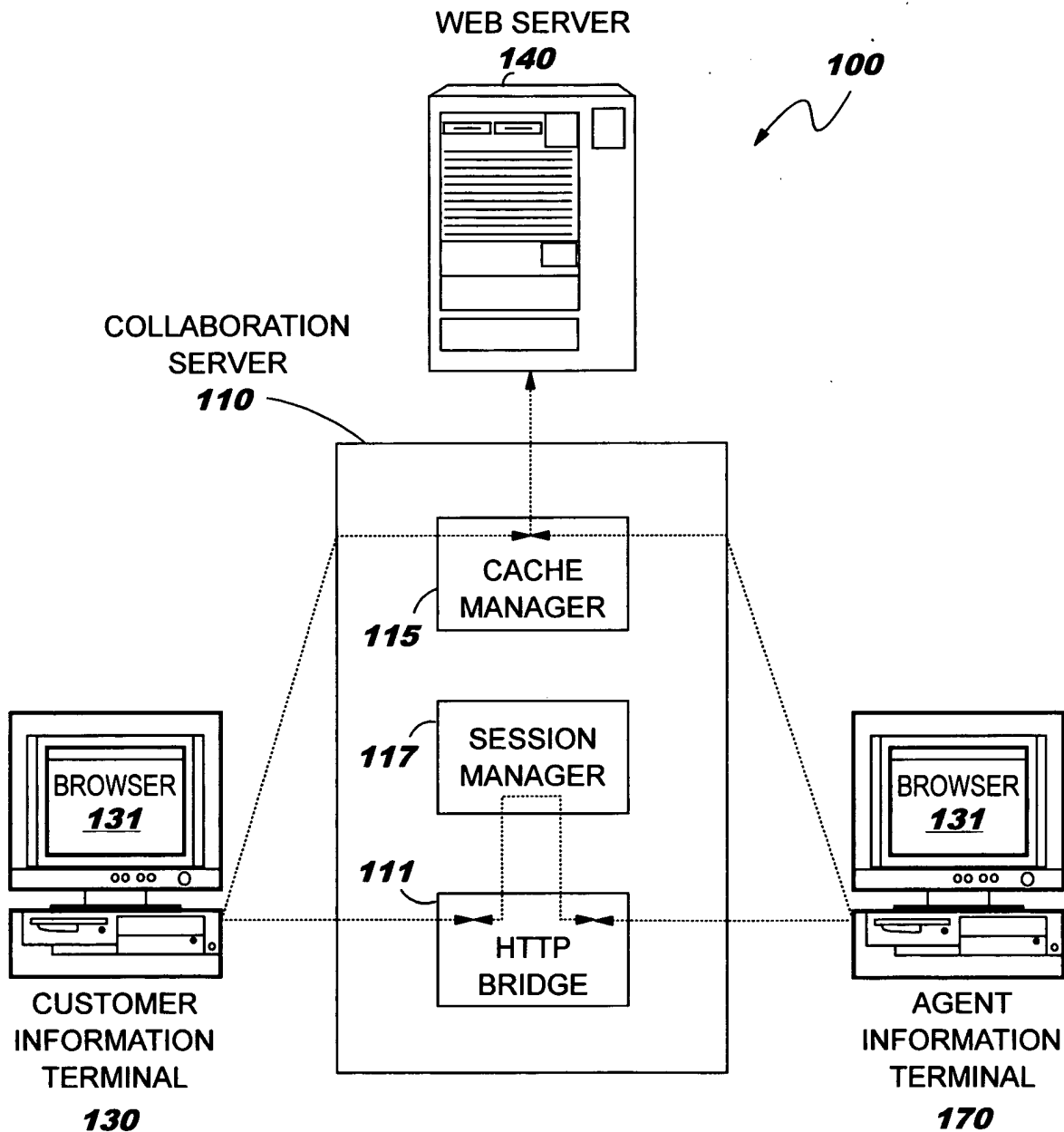


FIG. 2

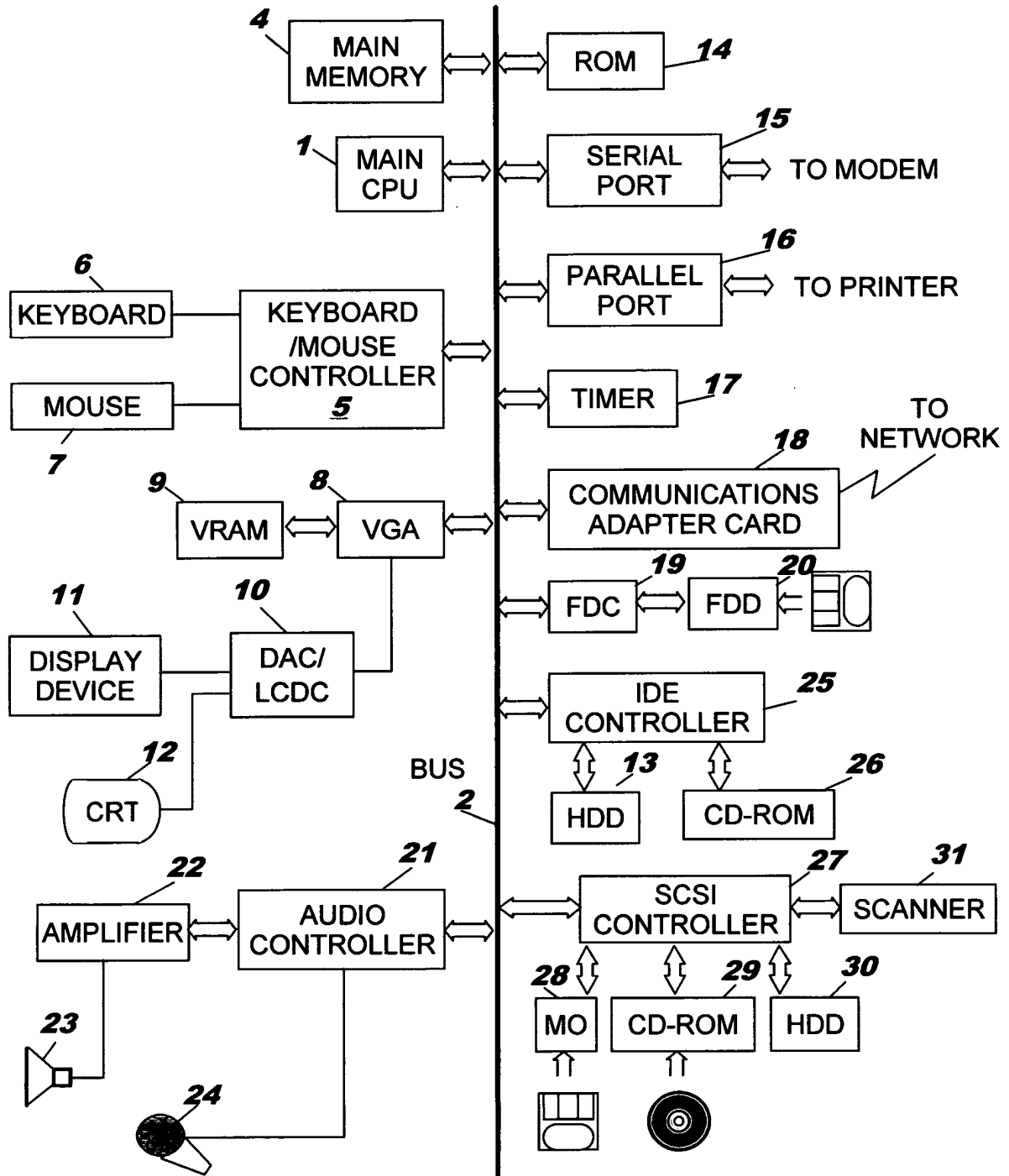


FIG. 2

FIG. 3

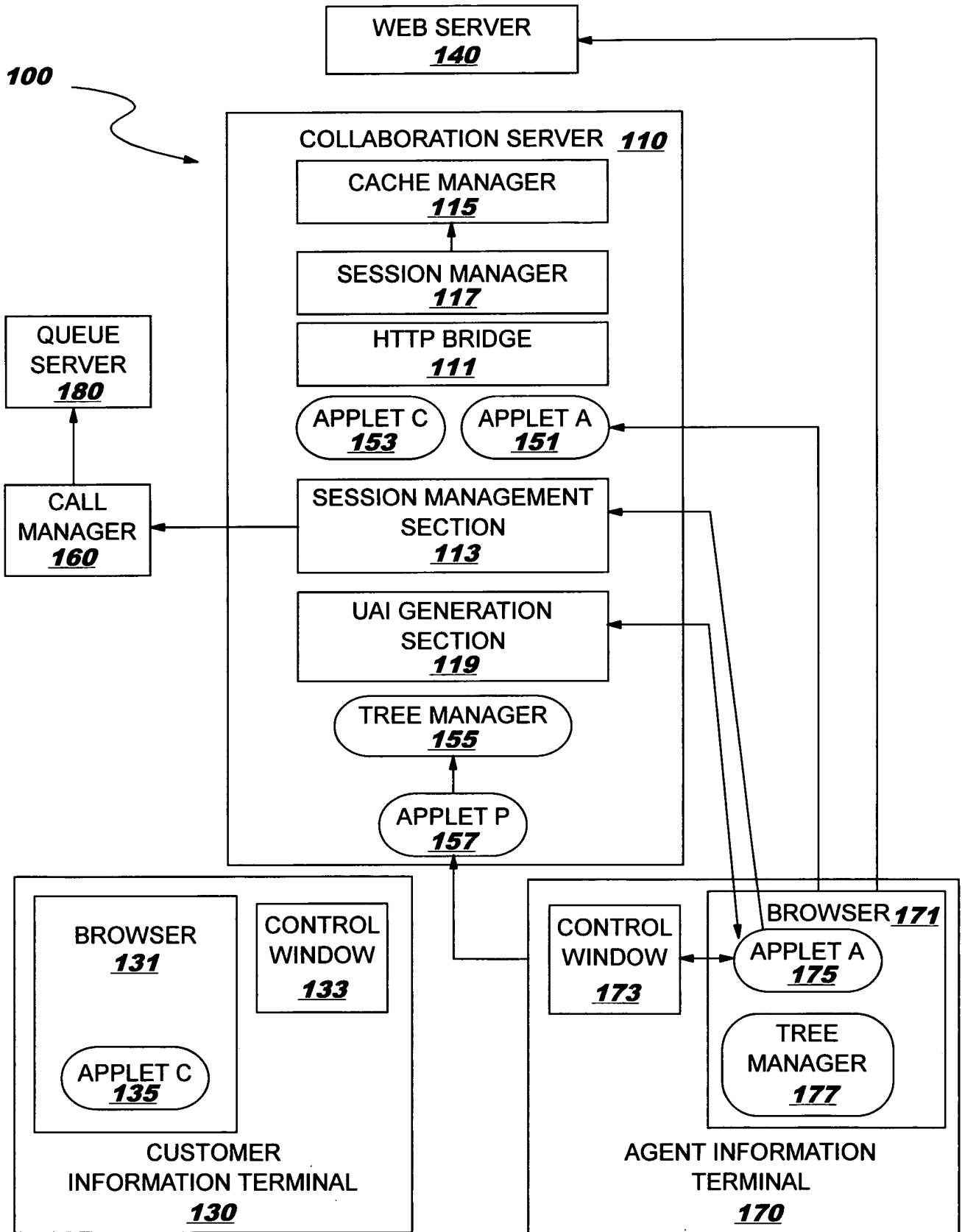


FIG. 4

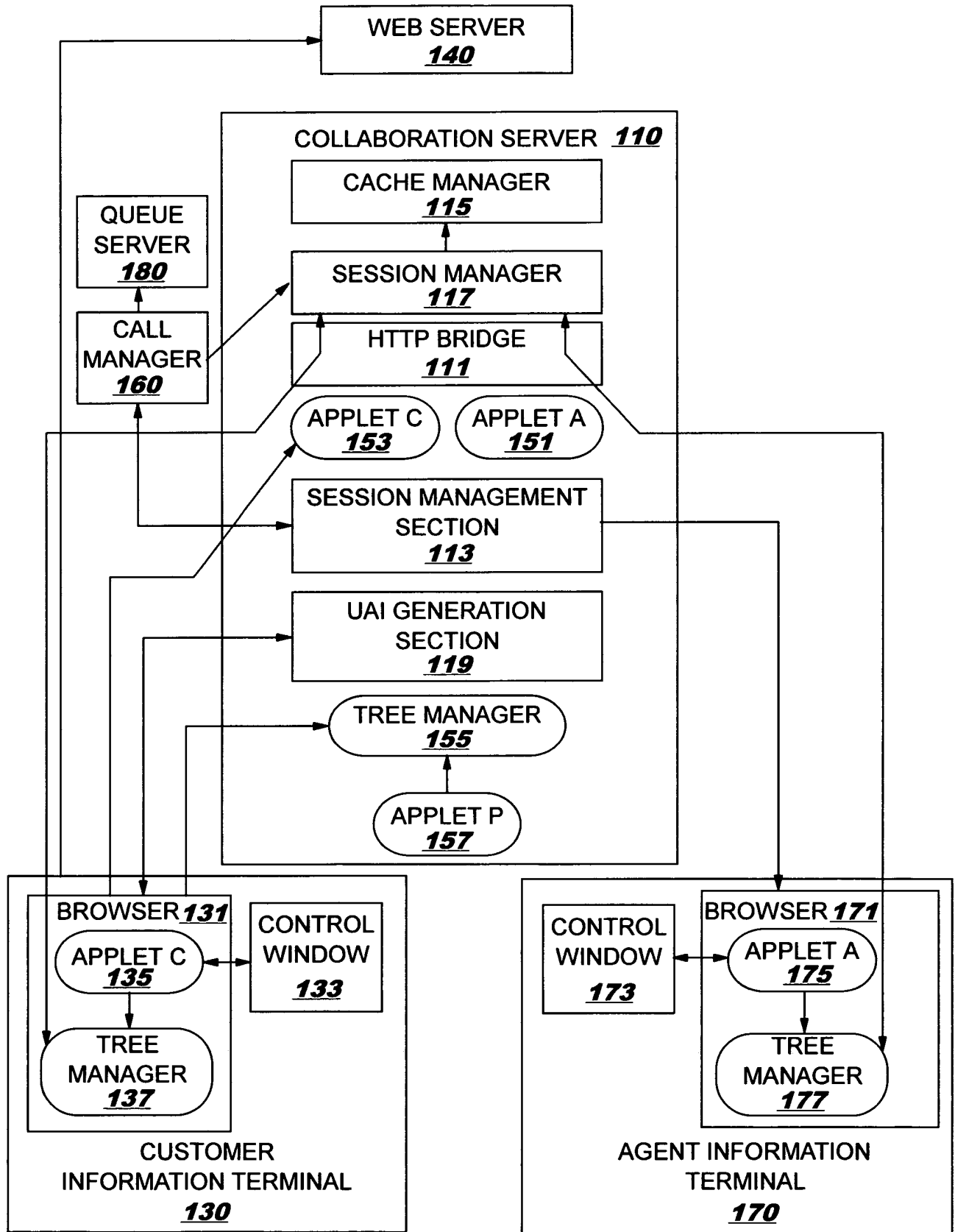


FIG. 5

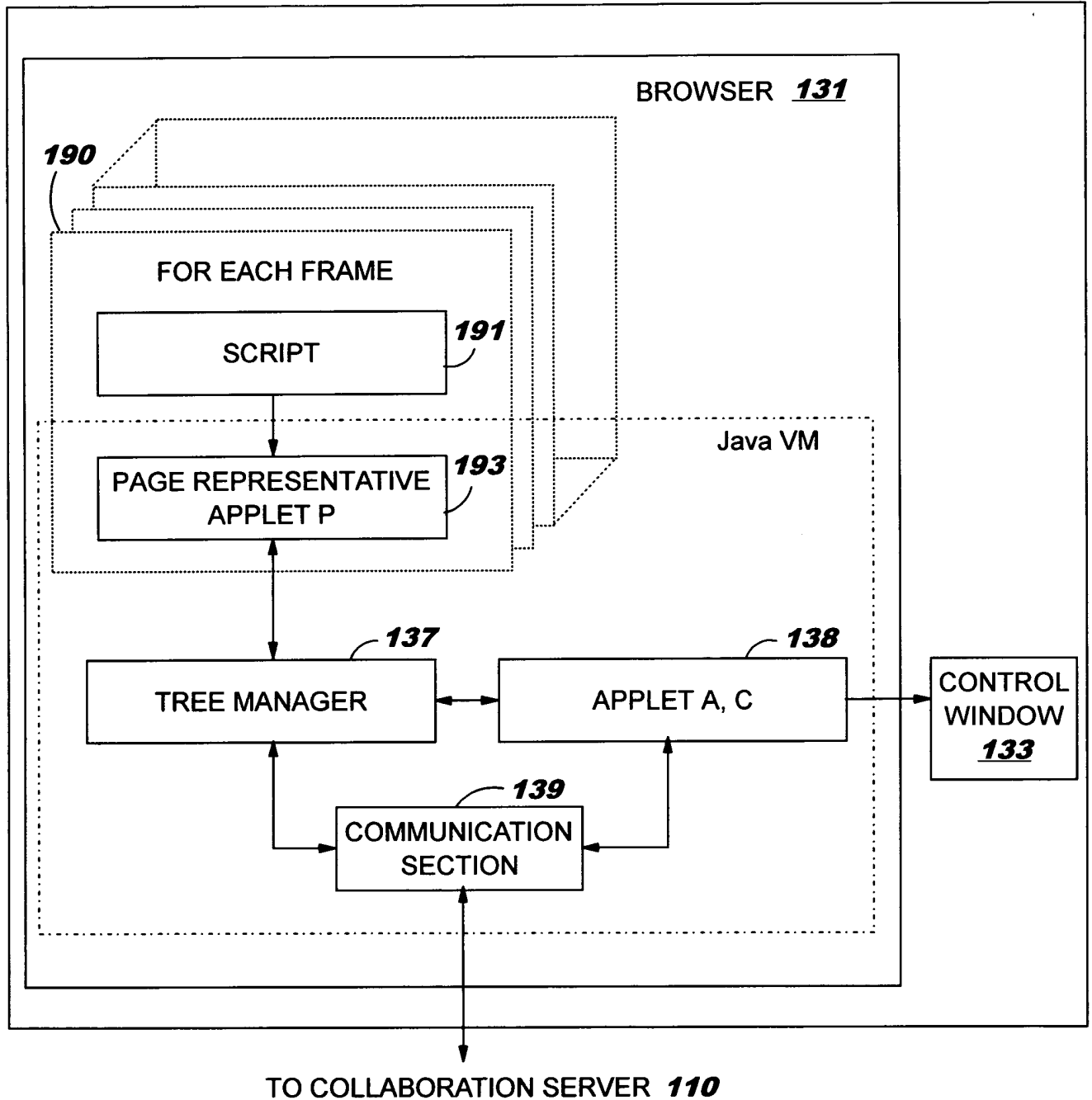


FIG. 6

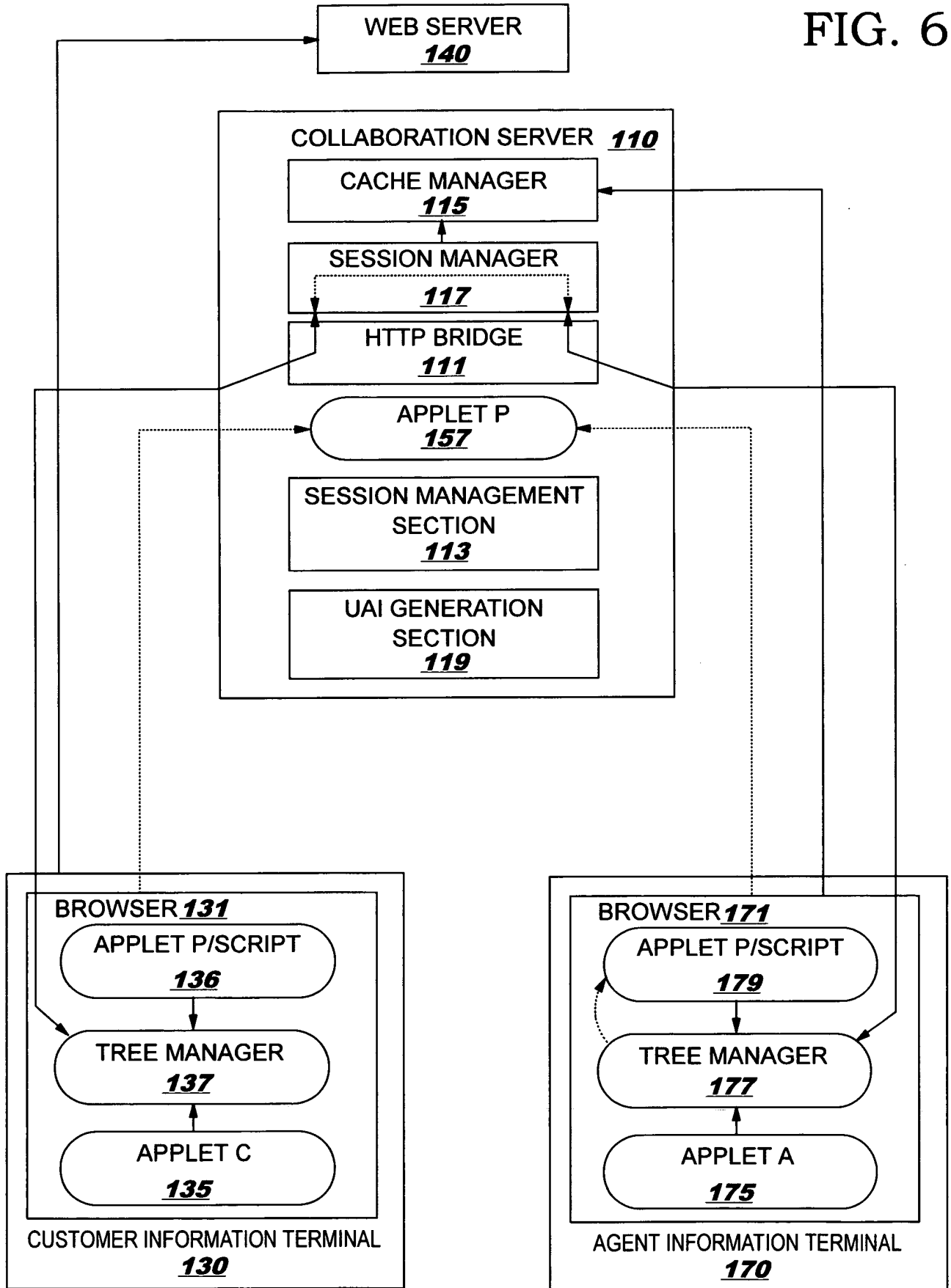


FIG. 7

SESSION MANAGEMENT TABLE **210**

SESSION ID <u>211</u>	SESSION STATE <u>213</u>	UAI 1 <u>215</u>	SOCKET 1 <u>217</u>	UAI 2 <u>219</u>	SOCKET 2 <u>221</u>
1	BEING USED	A123456789	00000011	000012345	00000012
2	NOT USED				
3	NOT USED				

FIG. 8

AGENT MANAGEMENT TABLE **230**

AGENT ID <u>231</u>	QUEUE NAME <u>233</u>	STATE <u>235</u>	UAI <u>237</u>
AGENT 01		UNDER LOG-OFF	
AGENT 02	PC	UNDER LOG-OFF	A123456789

FIG. 9

ENTRY OF CUSTOMER QUEUE **250**

CUSTOMER ID <u>251</u>	QUEUE NAME <u>253</u>	UAI <u>255</u>
000000001	PC	000012345

FIG. 10

CACHE MANAGEMENT TABLE **270**

UAI 1 271	UAI 2 273
A123456789	000012345

FIG. 11

UAI-SOCKET MANAGEMENT TABLE **280**

UAI 281	SOCKET 283
A123456789	000000022

FIG. 12

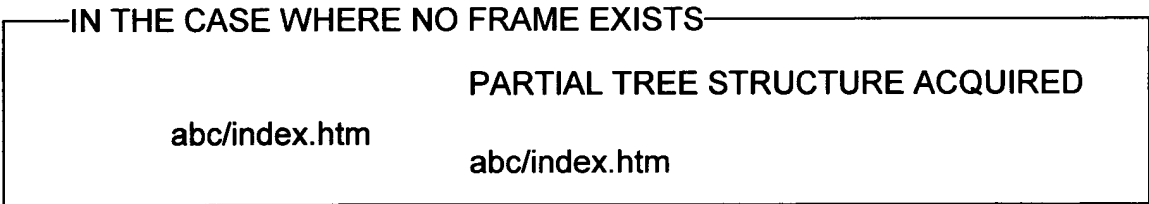


FIG. 13

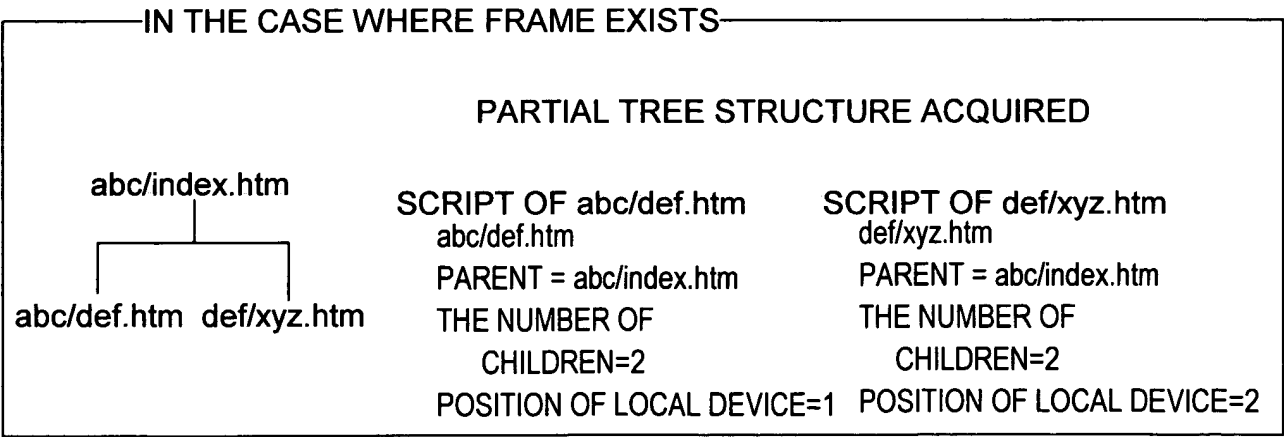




FIG. 14

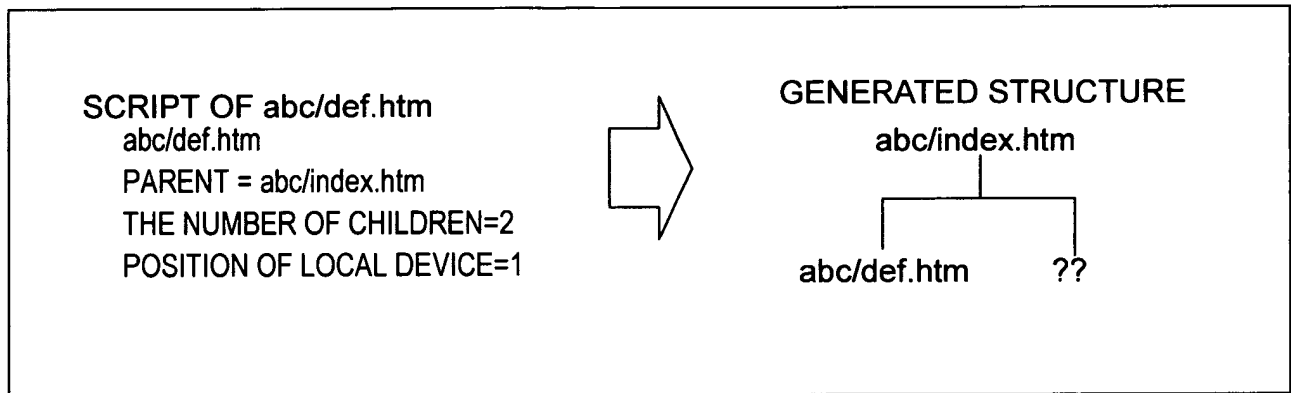


FIG. 15

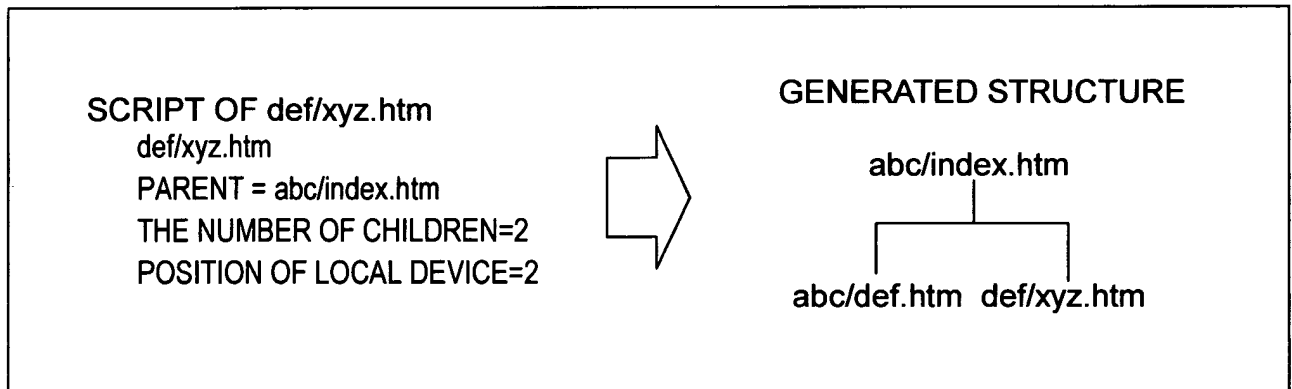


FIG. 16

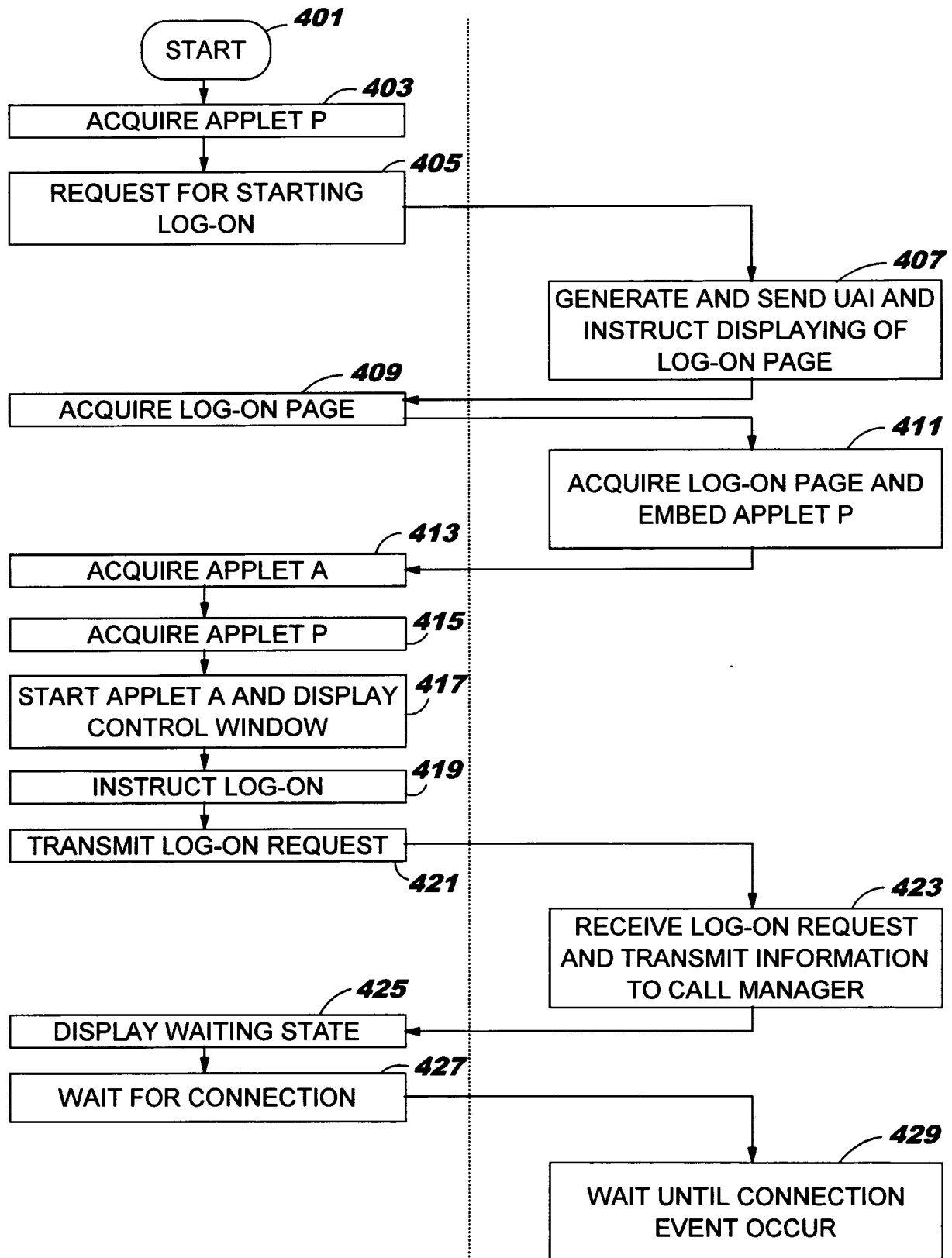


FIG. 17

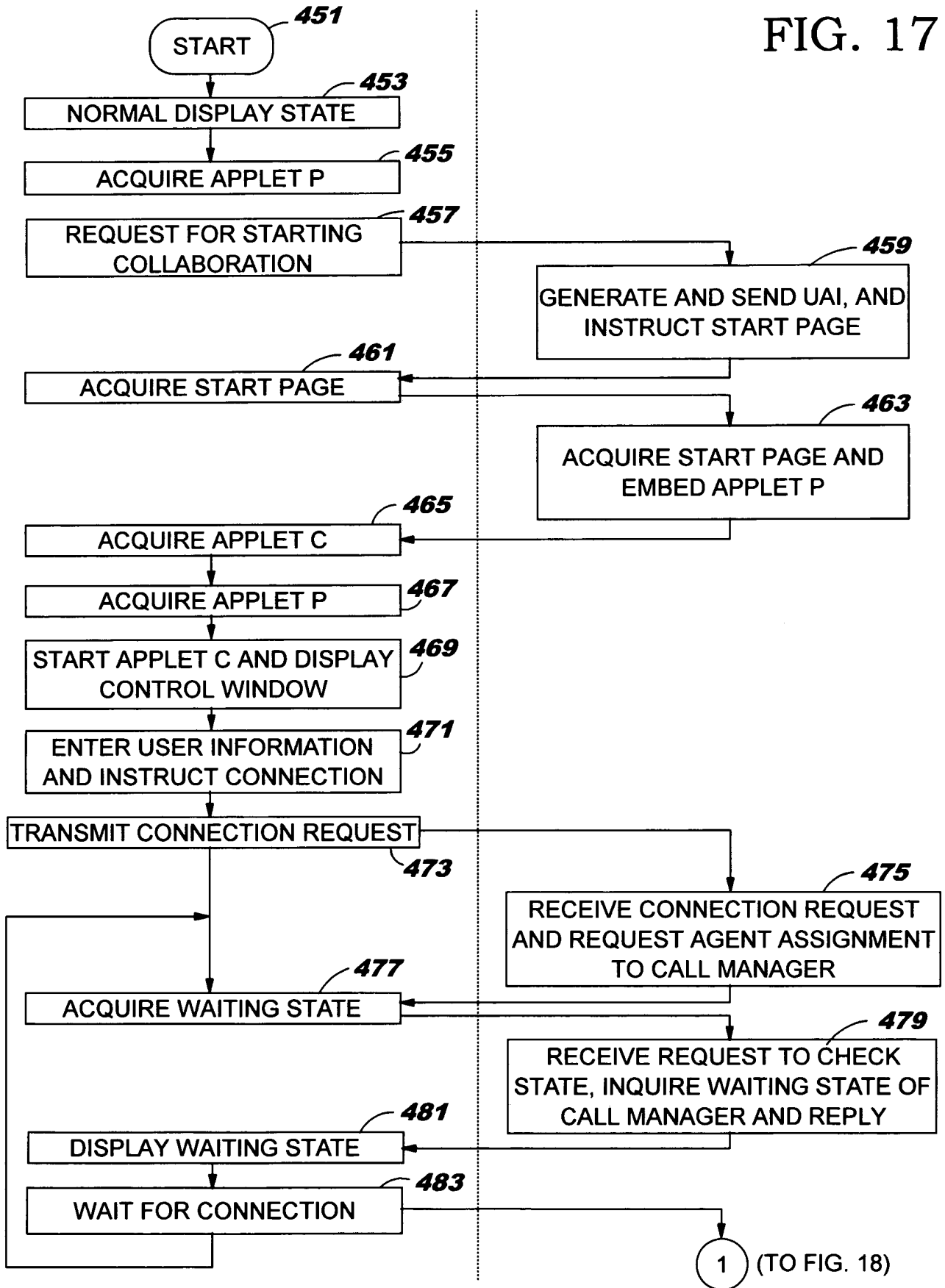


FIG. 18

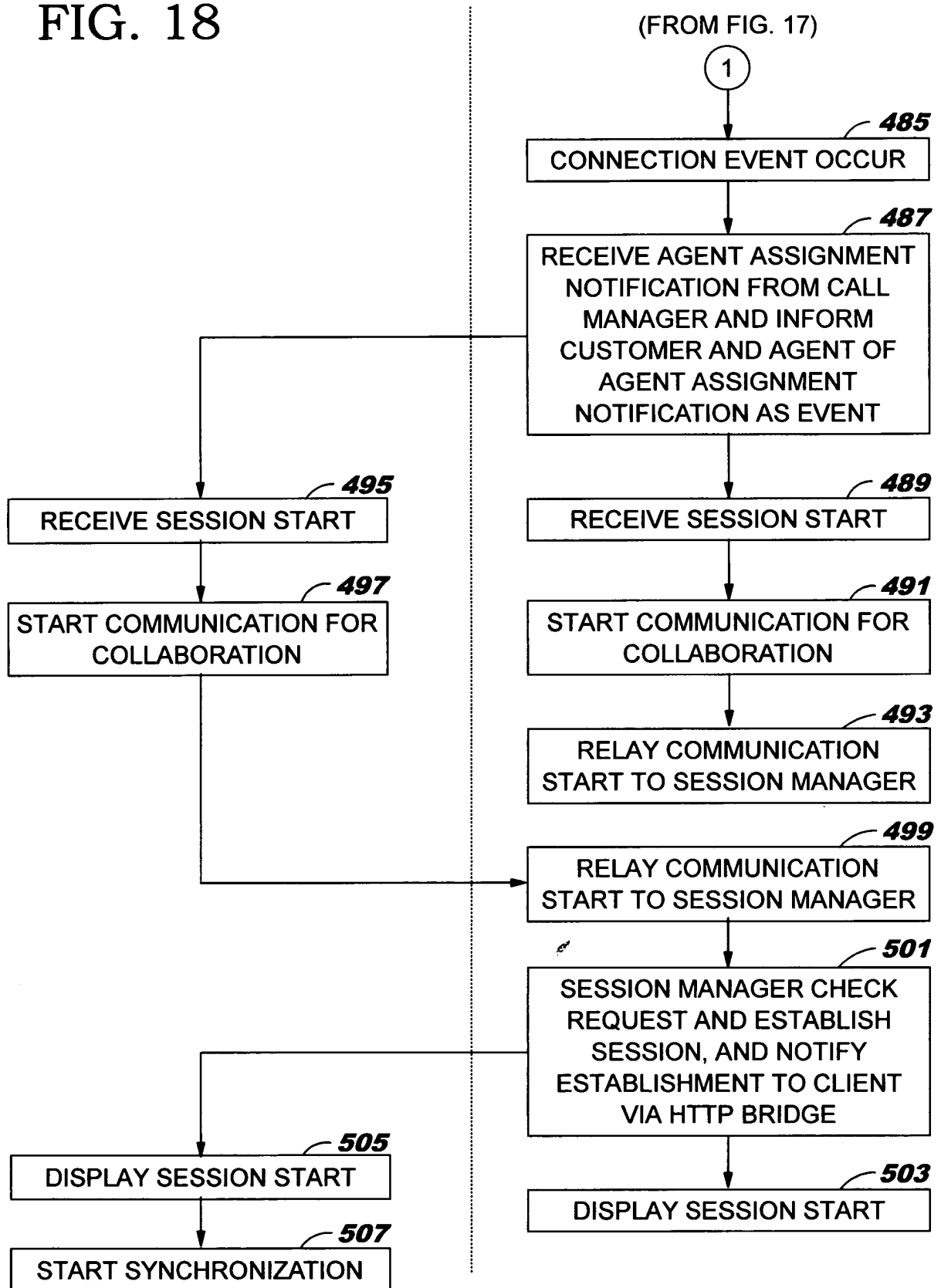


FIG. 19

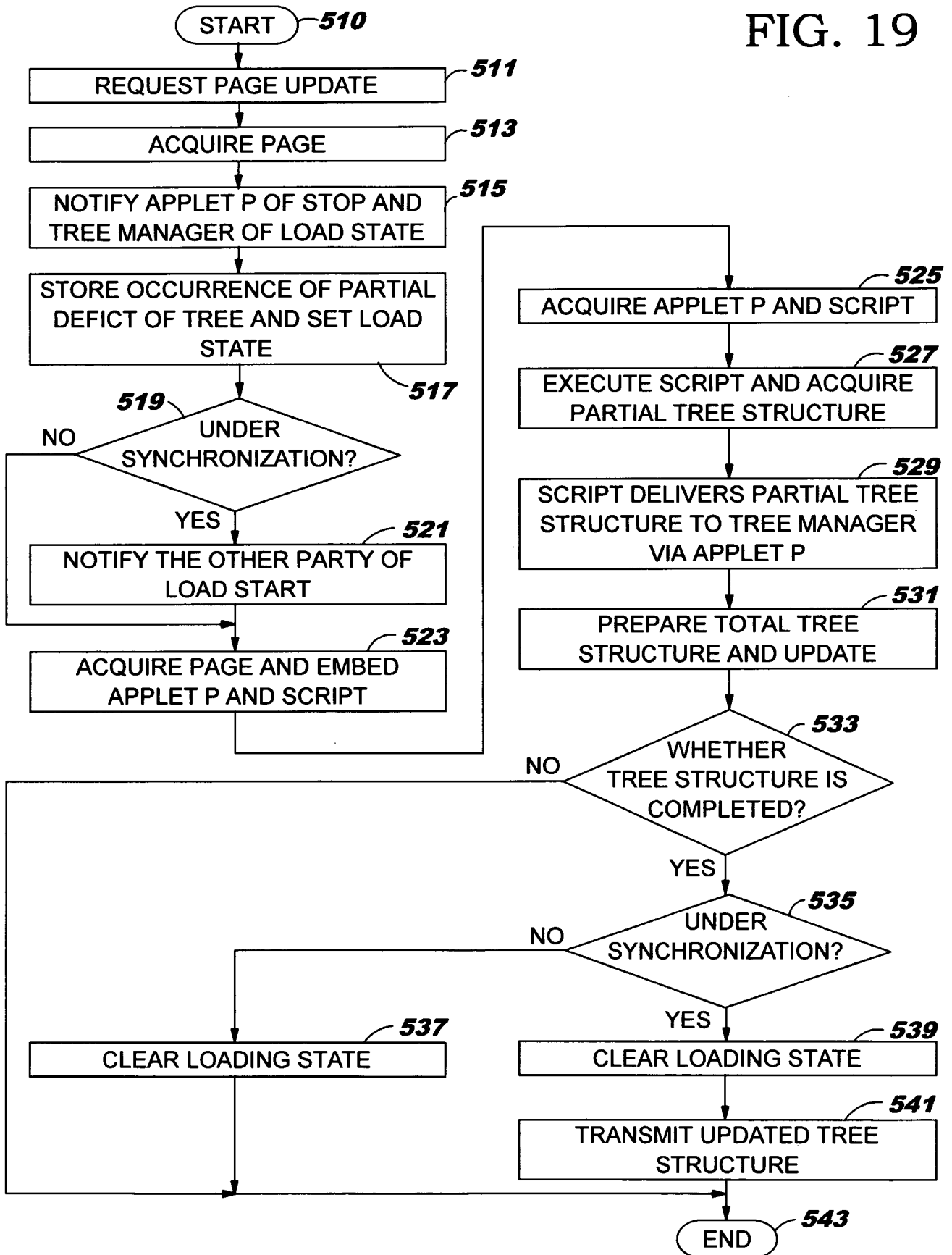


FIG. 20

